

## Senior Administrator

### Grade 5

#### **About the Service**

Under the direction of the Business Support Officer, Adult Social Care and Safeguarding, to be responsible for the delivery of high-quality, customer centered and value for money business support to the Adult Learning Disability Team (ALDT) and the wider Adult Social care (ASC) function in the Strategic Centre of Adult Social Care and Safeguarding, contributing to continual quality improvement to ensure effective delivery of Business Support.

- Support to the Adult Learning Disability Team(s), Staffordshire Adult Safeguarding Team (SAST), Deprivation of Liberty Safeguards Team (DOLs), First Contact service, Operational Management Team social work teams and Social Work Learning Academy by ensuring the effective local delivery of performance, finance, ICT, change and business support requirements.

This role requires flexibility, with an expectation to support both operational and centrally based teams and staff.

#### **Reporting Relationships**

**Responsible to:** Business Support Officer

#### **Key Accountabilities:**

1. Responsibility for the day to day financial transactions across Business Support and in support of Adult Social Care and Safeguarding in accordance with financial regulations; including responsibility for raising invoices, arranging purchase orders, requisitions, goods receipting and monitoring of invoices through SCC's Finance system, INTEGRA.
2. Supporting local and centrally based meetings which includes:
  - Co-ordinating the meeting

- Recording and monitoring actions
  - Monitoring progress
  - Following central Quality Assurance Process outcome, where the outcome requires care to be met through a direct payment business support will ;
    - create, amend and edit service provisions which are to be funded by a direct payment in accordance with care director data quality standards
- 3.** Be accountable for providing accurate and timely management information from the client data management system (CareDirector) to support the Business Manager, Business Support Officer and Operational Teams in monitoring performance and managing caseloads effectively.
  - 4.** Be accountable for ensuring CareDirector data quality standards are consistently met across Adult Social Care and Safeguarding Teams, and that service user records, both electronic and manual, are maintained accurately, securely and in line with current legislation and departmental case recording and filing policies.
  - 5.** Use, maintain and monitor extensive and varied IT facilities including specific responsibility for:
    - Information systems for the input and retrieval of data
    - Extracting and presenting data to assist in the management of performance
    - Use of office Intra/Internet facilities
    - Use of digital and scanning equipment
  - 6.** To service various formal meetings, in particular safeguarding meetings and where capacity permits professional meetings and team meetings; organising venues, issuing invites and minute taking, the production of accurate records and the distribution of reports within agreed time scales/procedures and quality standards.
  - 7.** The production of high-quality documents, including letters, reports and statistical tables and graphs using MS Office software, e.g. Word, Excel and PowerPoint. Including a working knowledge of protective marking and secure data

management e.g. secure email/file transfer and password protection processes.

8. Produce high-quality Easy Read documents that support accessibility and inclusion by ensuring information is presented in a clear, understandable format appropriate to the communication needs of the client group.
9. Be responsible for managing telephone enquiries from internal and external customers, using initiative, sound judgement and a calm approach to assess urgency and sensitivity, take appropriate action, respond to requests and initiate processes to ensure enquiries are resolved efficiently and effectively.
10. To provide assistance on a day to day basis with the maintenance of Fire, Health and Safety standards in accordance with SCC policies and statutory regulations. The initiation, under guidance, of appropriate action to ensure staff safety.
11. Be accountable for working with the Business Manager, Business Support Officer and Adult Social Care and Safeguarding Operational Managers to implement and embed new office systems, policies and procedures across Adult Social Care, ensuring effective adoption, compliance and consistent service delivery.
12. To coordinate and manage the gathering, completion and secure sharing of relevant information for MARAC processes, ensuring compliance with statutory requirements, information governance standards and countywide business support procedures.
13. Be responsible for coordinating the timely distribution of safeguarding referrals and associated information within the required 72-hour timescale, ensuring highly sensitive information is handled securely, confidentially and in accordance with safeguarding procedures, information governance requirements and agreed business support processes.
14. Any other duties commensurate with the grading of the post.

## Person Specification

### Qualifications/Professional membership

- NVQ Level 3 in Business Administration or equivalent
- Be qualified to Microsoft Office or recognized equivalent
- ICT qualification equivalent to the competency level of ECDL.

### Knowledge and Experience

- Demonstrable experience of using computer based information systems in an office environment
- Ability and significant experience of using IT systems including Microsoft Office, Outlook and electronic financial processes
- Experience of arranging formal meetings including a range of participants and taking official minutes
- Demonstrable experience of working within a team, preferably in an office environment
- Knowledge of good practice in office systems and procedures.
- Demonstrate a commitment to further training and development commensurate with the grade.
- Experience of motivating staff in a team environment
- Experience and knowledge of budget management
- Understanding of the services provided by other agencies appropriate to service users

### Skills

- Effective written and oral communication skills with internal & external colleagues, as well as members of the public
- Commitment to excellent customer service and achievement of high-quality services
- Ability to work with minimal supervision and take responsibility for day to day decisions
- Ability to interpret, format and accurately present information using the software provided.

**This post is designated as a Casual Car user**

**The content of this Job Description and Person Specification will be reviewed on a regular basis.**